

THE IPN DISPATCH

IPN Monthly Dispatcher Update

November 2014

West-Coast Growth

Those who have been with IPN for a while remember the days where some areas had little to no coverage. This was the case back in the State of California back when the company first started. We were told "There aren't any buffs on the west coast and you will never establish good coverage there." We are happy to report that we proved the naysayers wrong! In fact, when we reviewed the August activity report, our busiest state was California. We are the only system that provides this kind of coverage and we think it's definitely something to brag about.



The numbers are amazing so we thought that we would share them: In the month of August, 2014, the four California chapters came together to dispatch a total of 2413 incidents. This is about 3 times the call volume for that region in August 2004. That's amazing! We owe it all to you and appreciate every incident that you share.

The remaining top five states for August 2014 were Florida, New York, New Jersey, and Massachusetts. We will continue to monitor the growth of each chapter going forward. Things are constantly evolving. Spread the word: IPN is the biggest and the best in the business and it's all because of you. Thank you for all that you do. Real News. Real Time. IPN!

Lost or Stolen Dispatcher Rewards



IPN recently received a complaint from a dispatcher about not receiving their rewards card. Both the dispatcher and IPN filed reports with the police and postal inspectors. We later learned the postal carrier and his girlfriend had been stealing mail and using cards like an IPN VISA at convenience stores. They were successfully prosecuted thanks to the information IPN and our dispatcher were able to provide.

It is vital that you notify IPN immediately if you believe your requested reward item has not arrived within 2-weeks of being notified it was shipped (or emailed in the case of "e-cards"). Please check your SPAM folder for e-cards and with neighbors for a misplaced item of mail; after that, email IPN tech support so that we can begin an immediate investigation. In many cases, our vendors will require that you file a police report and we only have a limited amount of time to request a refund or a re-issued card (typically 30 days). You earned the reward, we want to ensure you receive it.

IPN Dispatcher of the Month

We are pleased to announce that **WVA003** has been named DOTM!

We wish to thank him for his 8 years of service to IPN.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

We truly appreciate the high quality service that each of you provide.

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Ebola-related Alerts



As everyone is well aware, The ebola virus has arrived in North America. Public safety and health care agencies are gearing up to prepare for these potential incidents and all of the associated hype. One recent briefing broke these calls down in to three different levels for first responders. They are:

- Ebola level negative - Sick person without recent travel to effected area and not within the temperature range.
- Ebola level low - either extremely high temperature or travel to effected region with illness
- Ebola level high - both extremely high temperature and travel to the effected region

Obviously this situation is evolving and it will change daily. As IPN dispatchers, we don't want to play in to the hype that is sure to evolve in the coming cold and flu season. This is why we have included the above levels. We do not want to send out pages for old women with the flu. We do, however, want to give our media clients a heads up on a potential Ebola situation. We will limit these notifications to incidents where personnel are donning encapsulating PPE. Local department policy, based on CDC recommendations, will dictate the level of PPE. Most seem to be getting dressed for both low and high level events. For these calls we are asking that the Hazmat category be utilized. Biohazard fall under the nine recognized hazmat categories. (Class 6.2)

When sending these calls please keep the Privacy Rules in mind. Do not under any circumstances give the name, age or any personal information about the patient. The patients gender is OK to include. You can also include details regarding temp or recent travel.



The notification should only be sent for incidents where a response was made by Fire, Hazmat and/or EMS units. If an Ebola patient self presents at an emergency room this should not be paged out. The exception to this rule would be clinics or doctors office where there will most likely be a public safety response. Even though a decontamination will follow the transport of these patients at the hospital a second notification for the decon is not necessary.

Only details provided over the public safety radio channels should be used. Under no circumstances should these calls be scraped off media reports. Dispatchers who work for public safety entities should never transmit confidential information from their own departments. Although this info would be informative we would never want you to put your career in jeopardy.

Feed Review

-Lancaster County, PA

Lancaster County PA Emergency Communications is a busy 911 office that dispatches law enforcement, fire rescue and emergency medical services. In 2013, they dispatched 400,896 incidents for these three public safety agencies. About 3/4 of these calls were police related incidents. Still, there was an average of eleven hundred calls processed each day. This includes services for the city of Lancaster. Fire calls included 3,058 reported structure fires and 3,708 vehicle accidents with reported injuries. It would seem that there is always something happening here.

There are clear, high quality feeds for the both sides of the house on broadcastify.com - To assist you in sending calls for this area, there is also an on live CAD located [here](#).

Pennsylvania dispatchers are encouraged to listen in and help cover this area. Those from other areas with an interest in helping out feel free to contact support for access. There are plenty of pagable incidents for everyone!

[Click here for a list of Lancaster feeds on Broadcastify.com](#)



Lafayette TL63. Photo by C.Lowe

Should you have any questions or require access to the Pennsylvania Chapter please contact support.

Change of Dispatcher ID—Canadian Style



A short time ago we offered dispatchers the ability to change their ID number within their chapter. We are now pleased to announce the ability to change IDs for our Canadian dispatchers so their identity can reflect the province they live in. If you would like to remove your CAN ID please contact support and let us know which province ID you would like and any specific numbers to change to.

Dispatcher Photo -Church Fire



PEN| Oakmont, PA (Allegheny County)| 2 Alarm Fire| 435 2nd St| Units o/s with a working fire in a church. M/A enroute.| PEN127| 14:54

PEN| Oakmont, PA (Allegheny County)| 3 Alarm Fire| 435 2nd St| FD o/s working fire in a single story church. Heavy fire through the roof. Req 3rd Alarm assignment [PEN018]| LAX091| 15:34

PEN| Oakmont, PA (Allegheny County)| 3 Alarm Fire| 435 2nd St| U/D: FD o/s 1 story church w/ heavy fire. CMD rpts roof collapse. Evac tones sounded, ext ops ATT [PEN018]| LAX091| 16:07

Public Safety Humor



Note: It does NOT say anything about sending an IPN alert!

Guidelines Review

-Severe Weather



With autumn upon us, temperatures will begin to drop as we wind down the year. It's hard to believe that summer is fading and colder temperatures are on the way.

As cold fronts make their way across the country, we will start to see an increase in the potential for severe weather. While many severe storms occur in the spring time, we do get our fair share in the fall. This is a great time to remind ourselves on the procedures for dealing with severe weather outbreaks.

As a reminder, severe weather pages such as watches and warnings, are paged to their respective weather regions. We do not send weather alerts to individual cities or counties. When there is confirmed damage from a severe weather event, such as a tornado touchdown, the preferred category is Search and Rescue to document emergency personnel checking for injuries and damage to buildings.

It is important to note that we only page out those incidents listed in the IPN CAD. IPN does not alert on high wind advisories or fog advisories as these are usually predicted in advance by the National Weather Service.

We appreciate the effort of all of our dispatchers because without you we would not exist. Thank you for making IPN the premier notification service in the nation and around the world.

Pulse Point Update

PulsePoint



For those who use, or would like to use, the pulsepoint app to acquire information on verified incidents, there are some exciting changes to report. In addition to their apple friendly product, they are in the process of releasing an Android based application. We have seen some of the testing that they are doing and it looks to be similar to the original.

Until recently, people using pulsepoint were restricted to just ten "agencies". In some areas then was just a single department. For example, The Los Angeles County Fire Department is broken down in to ten divisions. Spokane County Washington is also subdivided in to multiple regions. The good news here is that they now allow you to select up to 15 different agencies. Users can easily add five more selections by opening the app and going to the agencies tab. Its that easy!

The popularity of this resource continues to grow. There is a huge west coast following with new agencies being added on a regular basis. We have seen a handful of southern California agencies added recently. They include San Diego, Carlsbad, Santee & Heartland dispatch. If you want to get a jump on incidents that may be payable to IPN you really should have this tool. Its free and incredibly easy to use. Many areas even have the live audio feed included.

What Story Does YOUR IPN Alert Tell?

"Hello Americans" he would begin his daily news report. Not meant to exclude anyone, but merely a classic tag line known to many. This was Paul Harvey. He passed away a few years back and he was one of our greatest radio broadcasters.



What made him so great? Some may say it was his voice, his delivery or his ability to paint a picture using nothing more than a radio broadcast. Ultimately it was all of these traits. If you have never heard of Mr Harvey, Google search his "God Made a Farmer" speech from 1978 and you will soon be a fan. It was used in a truck commercial not too long ago.

Another Classic Harvey tagline, "and now the rest of the story..." Came to mind as I was listening to a California scanner feed this morning. The fire company on scene gave an awesome size up of "Two vehicle traffic accident one person trapped with minor injuries". Every IC should work to give such a thorough report. Perfect! right? Less than 1 minute later the IPN page comes out "FD o/s TC w/1 Trapped". This is OK but not really rich in information. Was this a failure to hear all of the details, lack of experience or someone rushing to be first? Regardless it wasn't a great page. It was good but not great.

A great page is rich in information. It paints a complete picture of what has happened, what is happening and, perhaps, what is expected to happen. At the very least it should include the full report from the incident commander or unit on scene. Paraphrasing is fine but we should never overlook the key points. I find keeping a pen & paper next to the radio is a great way to temporarily capture critical details before they are transferred to the dispatch screen. Everyone should develop their own style and push themselves to capture all the important details and then report them to our members.

We are each responsible to provide them with rest of the story. "Good day."

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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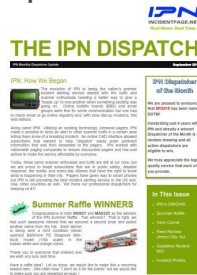
JULY 2014



August 2014



Sept 2014



October 2014

